

LAMPIRAN 1

KUESIONER

Sehubungan dengan Skripsi dengan judul “**Pengaruh Kualitas Pelayanan, Fasilitas Dan Akseibilitas Terhadap Kepuasan Pengunjung di Terminal Tipe A Seloaji Ponorogo**”, saya mohon partisipasi anda untuk mengisi kuesioner ini. Isilah kuesioner dibawah ini dengan jujur dan objektif dengan memberi tanda centang pada salah satu pilihan jawaban yang tersedia.

Identitas Responden

Pekerjaan :

Jenis Kelamin :

Usia : Dibawah 17 th 40 s.d 60 th
 17 s.d 40 th Diatas 60 th

Domisili :

Petunjuk pengisian :

Berilah tanda centang pada jawaban yang sesuai dengan pendapat Anda.

Keterangan: SS : Sangat Setuju

S : Setuju

R : Ragu-ragu

TS : Tidak Setuju

STS : Sangat Tidak Setuju

Penerangan Skor Penilaian

Sangat Setuju (SS)	Setuju (S)	Ragu-ragu (R)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
5	4	3	2	1

NO	PERNYATAAN	STS	TS	R	S	SS
KUALITAS PELAYANAN (X1)						
1	Keselamatan pengunjung terjamin.					
2	Petugas keamanan memberikan rasa aman pada saat berada di Terminal Seloaji.					
3	Pelayanan pengaduan & keamanan baik.					
4	Pengunjung merasa nyaman saat berada di Terminal Seloaji.					
5	Pengunjung mudah dalam menjangkau fasilitas di Terminal Seloaji.					
6	Ruang laktasi dan difabel tersedia representatif.					
FASILITAS (X2)						
7	Fasilitas jalur keberangkatan kendaraan, jalur kedatangan kendaraan luas, bersih, dan nyaman.					
8	Fasilitas ruang tunggu penumpang, pengantar dan/atau penjemput yang disediakan oleh Terminal Seloaji luas, bersih, dan nyaman.					
9	Fasilitas tempat parkir kendaraan yang disediakan oleh Terminal Seloaji luas.					
10	Fasilitas pengelolaan lingkungan hidup bersih dan sejuk.					
11	Fasilitas perlengkapan jalan jelas, tertata dan rapi.					
12	Fasilitas penggunaan teknologi yang disediakan oleh Terminal Seloaji membantu pengunjung.					
13	Fasilitas media informasi Terminal Seloaji jelas dan akurat.					
14	Fasilitas Terminal bagi pengemudi baik.					
15	Fasilitas pelayanan dari perusahaan bus ramah.					
16	Fasilitas pengawasan keselamatan pada armada baik.					
17	Fasilitas jalur kedatangan penumpang bersih, dan nyaman.					
18	Fasilitas ruang tunggu keberangkatan luas, bersih, dan nyaman.					
19	Fasilitas ruang pembelian tiket tertata, mudah dijangkau dan nyaman.					

NO	PERNYATAAN	STS	TS	R	S	SS
20	Fasilitas outlet pembelian tiket secara online tersedia dengan baik.					
21	Fasilitas pusat informasi jelas dan akurat.					
22	Fasilitas papan perambuan dalam terminal jelas dan akurat.					
23	Fasilitas papan pengumuman membantu memudahkan pengunjung.					
24	Fasilitas tempat berkumpul darurat luas dan aman.					
25	Fasilitas jalur evakuasi bencana dalam terminal membantu pengunjung.					
AKSEBILITAS (X3)						
26	Jarak menuju Terminal Seloaji dekat.					
27	Waktu yang ditempuh Terminal Seloaji tidak lama.					
28	Biaya yang dikeluarkan menuju Terminal Seloaji murah.					
KEPUASAN PENGUNJUNG (Y)						
29	Pelayanan yang diberikan oleh petugas Terminal Seloaji, telah memenuhi harapan saya.					
30	Saya akan berkunjung kembali ke Terminal Seloaji.					
31	Saya bersedia merekomendasikan Terminal Seloaji kepada orang lain untuk menggunakan layanannya.					

LAMPIRAN 2

Karakteristik Responden Penelitian

Statistics

		pekerjaan	jenis_kelamin	usia	domisili
N	Valid	100	100	100	100
	Missing	0	0	0	0

Frequency Table

pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mahasiswa/pelajar	25	25.0	25.0	25.0
	TNI/Polri	14	14.0	14.0	39.0
	PNS	7	7.0	7.0	46.0
	Wiraswasta/Pengusaha	9	9.0	9.0	55.0
	Lainnya	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

jenis_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	58	58.0	58.0	58.0
	Perempuan	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	di bawah 17	3	3.0	3.0	3.0
	17-40	64	64.0	64.0	67.0
	40-60	24	24.0	24.0	91.0
	60 ke atas	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

domisili

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Jakarta	3	3.0	3.0	3.0
	Jombang	2	2.0	2.0	5.0
	Madiun	8	8.0	8.0	13.0
	Malang	2	2.0	2.0	15.0
	Mojokert	1	1.0	1.0	16.0
	Nganjuk	2	2.0	2.0	18.0
	Pacitan	3	3.0	3.0	21.0
	Ponorogo	70	70.0	70.0	91.0
	Semarang	1	1.0	1.0	92.0
	Solo	2	2.0	2.0	94.0
	Surabaya	5	5.0	5.0	99.0
	Yogyakarta	1	1.0	1.0	100.0
	Total	100	100.0	100.0	



LAMPIRAN 3

Hasil Uji Validitas
Variabel Kepuasan Pelanggan (X1)

		Correlations						
		X1_1	X1_2	X1_3	X1_4	X1_5	X1_6	TOTAL
X1_1	Pearson Correlation	1	.508**	.484**	.388**	.366**	.395**	.708**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1_2	Pearson Correlation	.508**	1	.636**	.392**	.526**	.389**	.777**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1_3	Pearson Correlation	.484**	.636**	1	.345**	.561**	.667**	.847**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1_4	Pearson Correlation	.388**	.392**	.345**	1	.355**	.201*	.566**
	Sig. (2-tailed)	.000	.000	.000		.000	.045	.000
	N	100	100	100	100	100	100	100
X1_5	Pearson Correlation	.366**	.526**	.561**	.355**	1	.501**	.719**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100
X1_6	Pearson Correlation	.395**	.389**	.667**	.201*	.501**	1	.745**
	Sig. (2-tailed)	.000	.000	.000	.045	.000		.000
	N	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	.708**	.777**	.847**	.566**	.719**	.745**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).



LAMPIRAN 4

HASIL UJI VALIDITAS
VARIABEL FASILITAS (X2)

Correlations

		X2_1	X2_2	X2_3	X2_4	X2_5	X2_6	X2_7	X2_8	X2_9	X2_1 0	X2_1 1	X2_1 2	X2_1 3	X2_1 4	X2_1 5	X2_1 6	X2_1 7	X2_1 8	X2_1 9	TOTAL	
X2_1	Pearson Correlation	1	.161	.086	-.048	-.049	.164	-.011	-.123	.047	-.102	-.086	.046	-.102	.066	.061	-.011	.975**	-.141	-.141	.323**	
	Sig. (2-tailed)		.110	.395	.634	.628	.103	.912	.222	.645	.313	.394	.648	.313	.516	.548	.912	.000	.162	.162	.001	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_2	Pearson Correlation	.161	1	.256*	-.051	-.048	.947**	.130	.014	-.078	-.139	-.028	-.078	-.142	.111	.237*	.130	.161	-.021	-.021	.418**	
	Sig. (2-tailed)	.110		.010	.618	.638	.000	.196	.890	.439	.167	.783	.439	.158	.273	.018	.196	.110	.834	.834	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_3	Pearson Correlation	.086	.256*	1	.157	.155	.198*	-.079	.005	.008	-.184	-.039	.009	-.187	.000	.001	-.079	.114	.027	.027	.233*	
	Sig. (2-tailed)	.395	.010		.119	.124	.048	.434	.960	.937	.067	.701	.930	.063	.996	.989	.434	.260	.789	.789	.020	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_4	Pearson Correlation	-.048	-.051	.157	1	.978**	-.044	.023	.023	.131	.240*	.029	.131	.245*	.090	.166	.023	-.048	.151	.151	.485**	
	Sig. (2-tailed)	.634	.618	.119		.000	.661	.818	.818	.194	.016	.778	.196	.014	.373	.100	.818	.634	.134	.134	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_5	Pearson Correlation	-.049	-.048	.155	.978**	1	-.041	.020	.020	.167	.234*	.025	.123	.239*	.117	.204*	.020	-.049	.148	.148	.495**	
	Sig. (2-tailed)	.628	.638	.124	.000		.686	.845	.845	.097	.019	.801	.223	.017	.245	.041	.845	.628	.143	.143	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_6	Pearson Correlation	.164	.947**	.198*	-.044	-.041	1	.136	.019	-.071	-.137	-.024	-.070	-.140	.066	.239*	.136	.164	-.069	-.069	.390**	
	Sig. (2-tailed)	.103	.000	.048	.661	.686		.179	.854	.482	.175	.813	.487	.164	.517	.016	.179	.103	.498	.498	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_7	Pearson Correlation	-.011	.130	-.079	.023	.020	.136	1	.206*	.114	.023	.215*	.114	.025	-.063	-.006	1.000	..	-.011	-.004	-.004	.340**
	Sig. (2-tailed)	.912	.196	.434	.818	.845	.179		.039	.258	.820	.031	.258	.801	.531	.954	.000	.912	.967	.967	.001	

X2_17	Pearson Correlation	.975**	.161	.114	-.048	-.049	.164	-.011	-.086	.047	-.102	-.086	.046	-.102	.044	.061	-.011	1	-.118	-.118	.336**
	Sig. (2-tailed)	.000	.110	.260	.634	.628	.103	.912	.396	.645	.313	.394	.648	.313	.663	.548	.912		.243	.243	.001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_18	Pearson Correlation	-.141	-.021	.027	.151	.148	-.069	-.004	.207*	-.037	-.114	.213*	.024	-.138	-.182	.029	-.004	-.118	1	1.000	.325**
	Sig. (2-tailed)	.162	.834	.789	.134	.143	.498	.967	.039	.716	.257	.034	.816	.172	.070	.775	.967	.243		.000	.001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2_19	Pearson Correlation	-.141	-.021	.027	.151	.148	-.069	-.004	.207*	-.037	-.114	.213*	.024	-.138	-.182	.029	-.004	-.118	1.000		.325**
	Sig. (2-tailed)	.162	.834	.789	.134	.143	.498	.967	.039	.716	.257	.034	.816	.172	.070	.775	.967	.243	.000		.001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	.323**	.418**	.233*	.485**	.495**	.390**	.340**	.287**	.385**	.338**	.266**	.415**	.328**	.228*	.298**	.340**	.336**	.325**	.325**	1
	Sig. (2-tailed)	.001	.000	.020	.000	.000	.000	.001	.004	.000	.001	.007	.000	.001	.023	.003	.001	.001	.001	.001	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).



LAMPIRAN 5

**Hasil Uji Validitas
Variabel Akseibilitas (X3)**

		Correlations			
		X3_1	X3_2	X3_3	TOTAL
X3_1	Pearson Correlation	1	.495**	.248*	.769**
	Sig. (2-tailed)		.000	.013	.000
	N	100	100	100	100
X3_2	Pearson Correlation	.495**	1	.248*	.755**
	Sig. (2-tailed)	.000		.013	.000
	N	100	100	100	100
X3_3	Pearson Correlation	.248*	.248*	1	.705**
	Sig. (2-tailed)	.013	.013		.000
	N	100	100	100	100
TOTAL	Pearson Correlation	.769**	.755**	.705**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).



LAMPIRAN 6

Hasil Uji Validitas Variabel Kepuasan Pengunjung (Y)

		Correlations			
		Y_1	Y_2	Y_3	TOTAL
Y_1	Pearson Correlation	1	.480**	.371**	.775**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
Y_2	Pearson Correlation	.480**	1	.424**	.790**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
Y_3	Pearson Correlation	.371**	.424**	1	.789**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
TOTAL	Pearson Correlation	.775**	.790**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).



LAMPIRAN 7

Hasil Uji Reliabilitas Variabel Kualitas Pelayanan

Reliability

Scale: ALL VARIABLES

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.830	.829	6

	X1_1	X1_2	X1_3	X1_4	X1_5	X1_6
X1_1	1.000	.508	.484	.388	.366	.395
X1_2	.508	1.000	.636	.392	.526	.389
X1_3	.484	.636	1.000	.345	.561	.667
X1_4	.388	.392	.345	1.000	.355	.201
X1_5	.366	.526	.561	.355	1.000	.501
X1_6	.395	.389	.667	.201	.501	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1_1	20.7200	6.992	.566	.347	.809
X1_2	20.7900	6.652	.661	.507	.789
X1_3	20.8800	6.208	.761	.629	.766
X1_4	20.7300	7.957	.425	.231	.833
X1_5	20.7400	7.083	.625	.413	.798
X1_6	20.7900	6.390	.584	.490	.810



LAMPIRAN 8

**Hasil Uji Reabilitas
Variabel Fasilitas (X2)**

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

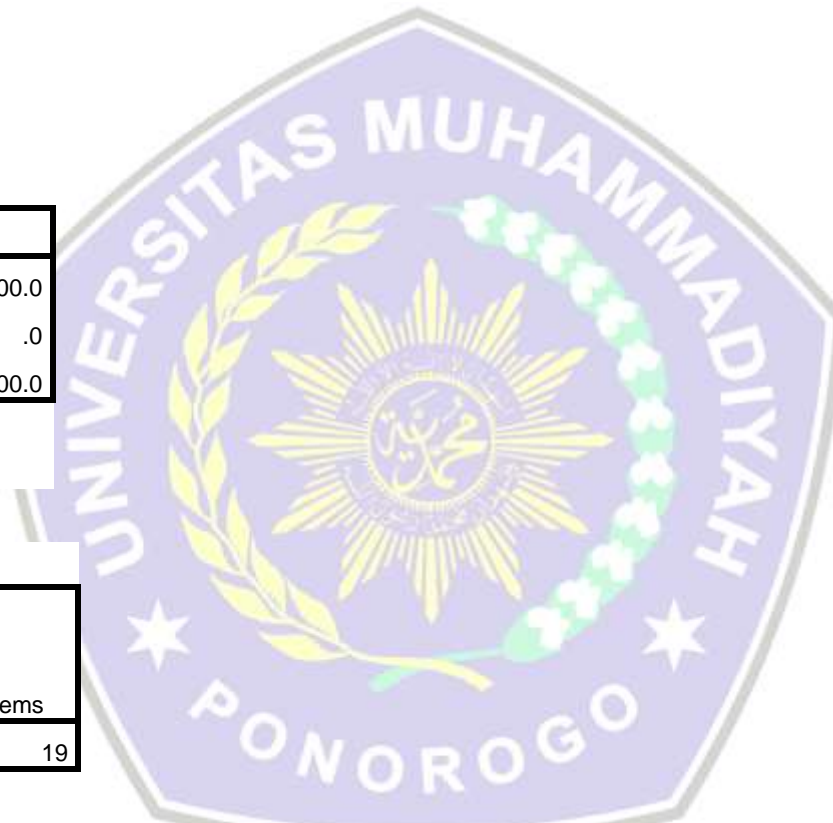
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.664	.600	19

Inter-Item Correlation Matrix

	X2_1	X2_2	X2_3	X2_4	X2_5	X2_6	X2_7	X2_8	X2_9	X2_10	X2_11	X2_12	X2_13	X2_14	X2_15	X2_16	X2_17	X2_18	X2_19
X2_1	1.000	.161	.086	-.048	-.049	.164	-.011	-.123	.047	-.102	-.086	.046	-.102	.066	.061	-.011	.975	-.141	-.141
X2_2	.161	1.000	.256	-.051	-.048	.947	.130	.014	-.078	-.139	-.028	-.078	-.142	.111	.237	.130	.161	-.021	-.021

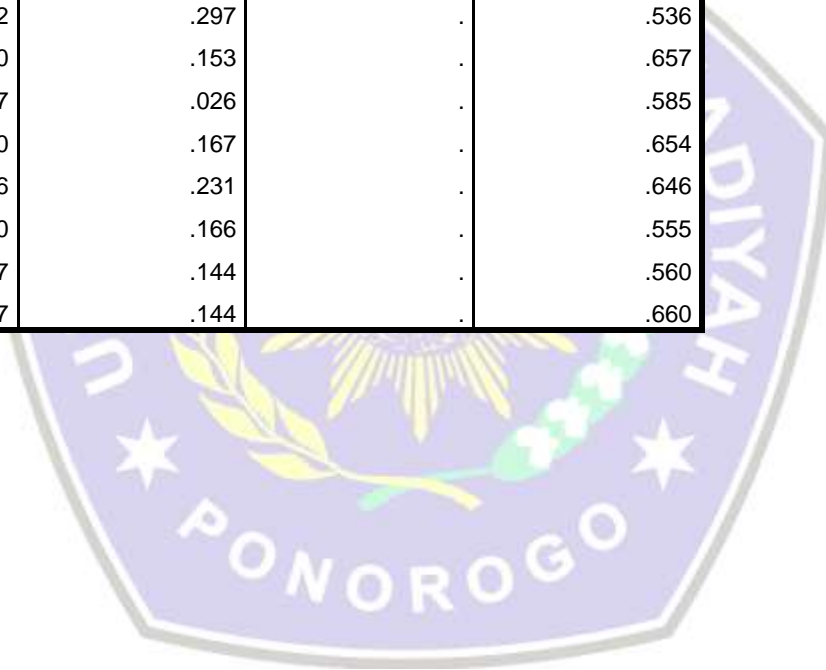


X2_3	.086	.256	1.000	.157	.155	.198	-.079	.005	.008	-.184	-.039	.009	-.187	.000	.001	-.079	.114	.027	.027
X2_4	-.048	-.051	.157	1.000	.978	-.044	.023	.023	.131	.240	.029	.131	.245	.090	.166	.023	-.048	.151	.151
X2_5	-.049	-.048	.155	.978	1.000	-.041	.020	.020	.167	.234	.025	.123	.239	.117	.204	.020	-.049	.148	.148
X2_6	.164	.947	.198	-.044	-.041	1.000	.136	.019	-.071	-.137	-.024	-.070	-.140	.066	.239	.136	.164	-.069	-.069
X2_7	-.011	.130	-.079	.023	.020	.136	1.000	.206	.114	.023	.215	.114	.025	-.063	-.006	1.000	-.011	-.004	-.004
X2_8	-.123	.014	.005	.023	.020	.019	.206	1.000	-.032	-.049	.855	-.036	-.047	-.031	.043	.206	-.086	.207	.207
X2_9	.047	-.078	.008	.131	.167	-.071	.114	-.032	1.000	.197	-.028	.893	.234	.088	-.009	.114	.047	-.037	-.037
X2_10	-.102	-.139	-.184	.240	.234	-.137	.023	-.049	.197	1.000	-.048	.264	.989	.043	.027	.023	-.102	-.114	-.114
X2_11	-.086	-.028	-.039	.029	.025	-.024	.215	.855	-.028	-.048	1.000	-.031	-.047	-.032	-.055	.215	-.086	.213	.213
X2_12	.046	-.078	.009	.131	.123	-.070	.114	-.036	.893	.264	-.031	1.000	.238	.119	-.053	.114	.046	.024	.024
X2_13	-.102	-.142	-.187	.245	.239	-.140	.025	-.047	.234	.989	-.047	.238	1.000	.022	.028	.025	-.102	-.138	-.138
X2_14	.066	.111	.000	.090	.117	.066	-.063	-.031	.088	.043	-.032	.119	.022	1.000	.001	-.063	.044	-.182	-.182
X2_15	.061	.237	.001	.166	.204	.239	-.006	.043	-.009	.027	-.055	-.053	.028	.001	1.000	-.006	.061	.029	.029
X2_16	-.011	.130	-.079	.023	.020	.136	1.000	.206	.114	.023	.215	.114	.025	-.063	-.006	1.000	-.011	-.004	-.004
X2_17	.975	.161	.114	-.048	-.049	.164	-.011	-.086	.047	-.102	-.086	.046	-.102	.044	.061	-.011	1.000	-.118	-.118
X2_18	-.141	-.021	.027	.151	.148	-.069	-.004	.207	-.037	-.114	.213	.024	-.138	-.182	.029	-.004	-.118	1.000	1.000
X2_19	-.141	-.021	.027	.151	.148	-.069	-.004	.207	-.037	-.114	.213	.024	-.138	-.182	.029	-.004	-.118	1.000	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2_1	72.7000	12.030	.152	.	.657
X2_2	72.8100	11.630	.264	.	.537

X2_3	72.7700	12.482	.078	.	.568
X2_4	72.6600	11.681	.375	.	.625
X2_5	72.6500	11.624	.384	.	.523
X2_6	72.8300	11.759	.233	.	.543
X2_7	72.6900	12.256	.231	.	.646
X2_8	72.6900	12.418	.176	.	.553
X2_9	72.6400	11.990	.262	.	.540
X2_10	72.6900	11.933	.162	.	.656
X2_11	72.7000	12.495	.156	.	.655
X2_12	72.6300	11.912	.297	.	.536
X2_13	72.7000	11.990	.153	.	.657
X2_14	72.7600	12.447	.026	.	.585
X2_15	72.7300	12.300	.167	.	.654
X2_16	72.6900	12.256	.231	.	.646
X2_17	72.7000	11.970	.166	.	.555
X2_18	72.7300	11.977	.144	.	.560
X2_19	72.7300	11.977	.144	.	.660



LAMPIRAN 9

Hasil Uji Reabilitas Variabel Aksebitas (X3)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.686	.597	3

Inter-Item Correlation Matrix

	X3_1	X3_2	X3_3
X3_1	1.000	.495	.248
X3_2	.495	1.000	.248
X3_3	.248	.248	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X3_1	8.1200	.693	.456	.261	.593
X3_2	8.0700	.732	.461	.261	.396
X3_3	8.0100	.737	.287	.082	.661

LAMPIRAN 10

**HASIL UJI REABILITAS
VARIABEL KEPUASAN PENGUNJUNG (Y)**

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.683	.689	3

Inter-Item Correlation Matrix

	Y_1	Y_2	Y_3
Y_1	1.000	.480	.371
Y_2	.480	1.000	.424
Y_3	.371	.424	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y_1	8.1300	1.145	.497	.264	.590
Y_2	8.2700	1.149	.544	.301	.538
Y_3	8.3400	1.035	.461	.216	.648

LAMPIRAN 11

Hasil Uji Normalitas

NPar Tests

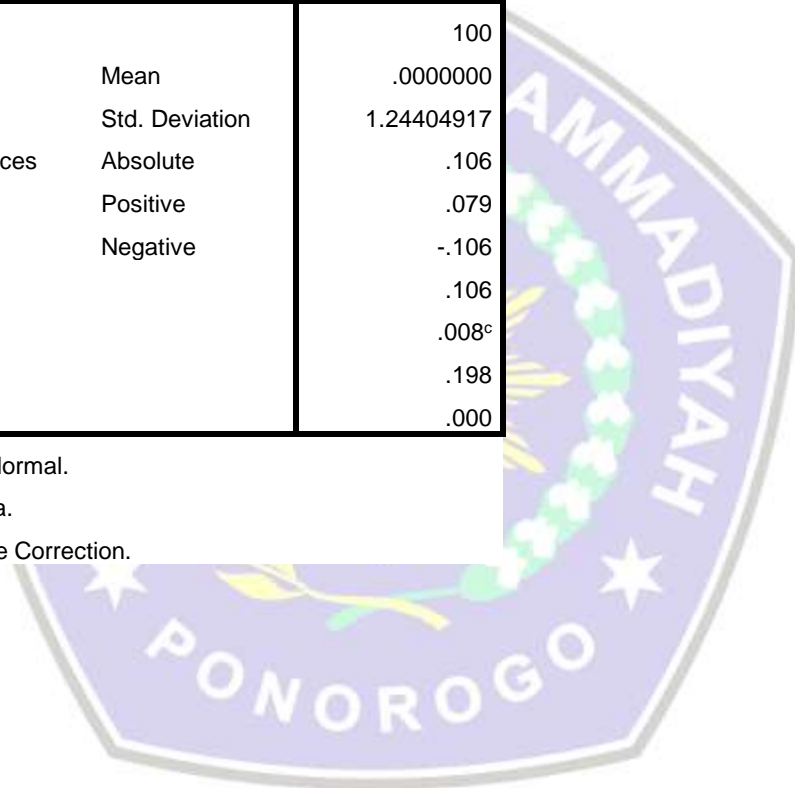
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.24404917
Most Extreme Differences	Absolute	.106
	Positive	.079
	Negative	-.106
Test Statistic		.106
Asymp. Sig. (2-tailed)		.008 ^c
Exact Sig. (2-tailed)		.198
Point Probability		.000

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.



LAMPIRAN 12

Hasil Uji Multikolinieritas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.622	2.819		.221	.826		
KUALITAS PELAYANAN	.090	.042	.191	2.147	.034	.948	1.055
FASILITAS	.052	.048	.129	1.082	.282	.525	1.904
AKSEBILITAS	.454	.150	.359	3.030	.003	.533	1.875

a. Dependent Variable: KEPUASAN PENGUNJUNG



LAMPIRAN 13

Hasil Uji Heterokedastisitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.617	1.998		.309	.758		
KUALITAS PELAYANAN	-.007	.030	-.023	-.226	.822	.948	1.055
FASILITAS	.033	.034	.132	.953	.343	.525	1.904
AKSEBILITAS	-.173	.106	-.225	-1.631	.106	.533	1.875

a. Dependent Variable: RES2



LAMPIRAN 14

Hasil Uji Koefisien Determinasi

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.831 ^a	.782	.359	1.26334

a. Predictors: (Constant), Akseibilitas, Kualitas Layanan, Fasilitas



Hasil Analisis Regresi Linear Berganda

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Akseibilitas, Kualitas Layanan, Fasilitas ^b	.	Enter

- a. Dependent Variable: Kepuasan Pengunjung
- b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.831 ^a	.782	.359	1.26334

- a. Predictors: (Constant), Akseibilitas, Kualitas Layanan, Fasilitas

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	60.092	3	20.031	12.550	.000 ^b
	Residual	153.218	96	1.596		
	Total	213.310	99			

- a. Dependent Variable: Kepuasan Pengunjung
- b. Predictors: (Constant), Akseibilitas, Kualitas Layanan, Fasilitas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.622	2.819		.221	.826
	Kualitas Layanan	.290	.042	.191	2.147	.034
	Fasilitas	.352	.048	.129	2.082	.022
	Akseibilitas	.454	.150	.359	3.030	.003

- a. Dependent Variable: Kepuasan Pengunjung

LAMPIRAN 16

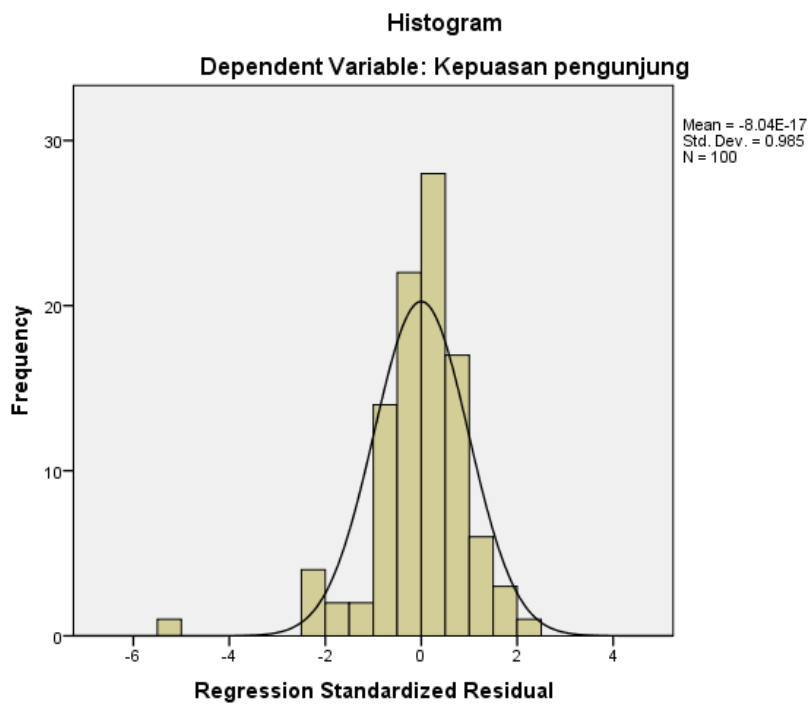
Hasil uji T dan Uji F

Uji T

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.622	2.819		.221	.826
	Kualitas Layanan	.290	.042	.191	2.147	.034
	Fasilitas	.352	.048	.129	2.082	.022
	Aksebilitas	.454	.150	.359	3.030	.003

a. Dependent Variable: Kepuasan Pengunjung



Uji F

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	60.092	3	20.031	12.550	.000 ^b
Residual	153.218	96	1.596		
Total	213.310	99			

a. Dependent Variable: Kepuasan Pengunjung

b. Predictors: (Constant), Aksebilitas, Kualitas Layanan, Fasilitas